

**Amendment to the Claims:**

This listing of claims will replace all prior versions, and listings of claims in the application:

**Listing of Claims:**

- 1                   1.       (previously presented) A method for providing telephone application  
2 services using a managed VOIP network, where voice data transmitted over the network is  
3 codified in a native VOIP format, said method comprising the acts of:  
4                   providing a plurality of channels for handling incoming telephone calls and a  
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;  
6                   providing an I/O thread for each channel for managing all I/O, with I/O thread  
7 performing the following acts:  
8                   while playing a message, giving higher priority to data transmission than  
9 to data reception; and  
10                  while recording a message, giving higher priority to data reception than to  
11 data transmission;  
12                  receiving a first incoming telephone call, including a first plurality of received IP  
13 packets encapsulating voice data in native format, from a service requestor over the managed  
14 VOIP network;  
15                  setting up a connection between the incoming telephone call and a first one of  
16 said channels for handling the incoming telephone call;  
17                  identifying a requested service;  
18                  accessing response voice data, stored in the native VOIP format in said shared  
19 memory, responsive to the requested service;  
20                  encapsulating said response voice data in a second plurality of response IP  
21 packets; and  
22                  sending said second plurality of response IP packets over said managed VOIP  
23 network to the service requestor.

1                   2.       (original) The method of claim 1 where said act of identifying a requested  
2 service comprises the acts of:  
3                               processing voice data in native format, extracted from said received IP  
4 packets, to identify a requested service;  
5                               extracting voice data from said received IP packets; and  
6                               performing speech analysis on extracted voice data to identify the service  
7 requested.

1                   3.       (previously presented) The method of claim 1 where said act of  
2 identifying a requested service comprises the acts of:  
3                               identifying a DTMF signal;  
4                               determining a requested service associated with an identified DTMF  
5 signal.

1                   4.       (original) The method of claim 1 where said act of accessing response  
2 voice data further comprising the acts of:  
3                               determining whether said requested service requires text to speech (TTS)  
4 conversion;  
5                               if so invoking a TTS module that converts text to non-native voice data  
6 not in native VOIP format;  
7                               converting said non-native voice data to native VOIP format.

1                   5.       (original) The method of claim 1 where said act of accessing response  
2 voice data further comprising the acts of:  
3                               determining whether received voice data will be processed by a speech  
4 recognition module;  
5                               if so, converting said native VOIP format voice data to non-native format  
6 voice data prior to speech recognition.

1                   6.       (original) The method of claim 1 further comprising the act of:  
2                               extracting calling ID line data from VOIP call signaling protocol to obtain  
3 location information about the service requestor;  
4                               accessing customized voice data, in native VOIP format, from said shared  
5 memory;  
6                               encapsulating said customized voice data in customized IP packets; and  
7                               sending said customized IP packets to the service requestor over the managed  
8 VoIP network.

1                   7.       (canceled).

1                   8.       (previously presented) A method for providing telephone application  
2 services using a managed VOIP network, where voice data transmitted over the network is  
3 codified in a native VOIP format, said method comprising the acts of:  
4                               providing a plurality of channels for handling incoming telephone calls and a  
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;  
6                               providing a plurality of message access servers for controlling access to shared  
7 memory;  
8                               receiving a first incoming telephone call, including a first plurality of received IP  
9 packets encapsulating voice data in native format, from a service requestor over the managed  
10 VoIP network;  
11                              setting up a connection between the incoming telephone call and a first one of  
12 said channels for handling the incoming telephone call;  
13                              identifying a requested service;  
14                              utilizing a service requestor ID to access a user database holding an association  
15 between the ID and a home MAS for accessing response voice data for the service requestor,  
16 wherein the accessed response voice data is stored in the native VOIP format in said shared  
17 memory;  
18                              encapsulating said response voice data in a second plurality of response IP  
19 packets.

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PATENT

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9. (canceled).